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February 25, 2010



Via First Class and Electronic Mail

Ms. Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

Re: DG 06-107; National Grid NH Annual Report of Customer Call Answering Performance for Calendar Year 2009

Dear Ms. Howland:

As required by the comprehensive settlement agreement approved by the Commission in Order No. 24,777 in the above-captioned docket, I am submitting the annual customer call answering performance report of EnergyNorth Natural Gas, Inc. d/b/a National Grid NH ("National Grid NH" or the "Company") for calendar year 2009.

As the Company has stated previously, it is committed to achieving a call answering performance standard of 80% of customer calls answered within 30 seconds. National Grid NH is pleased to report that as of December 31, 2009, the Company's average calendar year 2009 performance on call answering was 87.8% of customer calls answered within 30 seconds.

Please feel free to contact me with any additional questions or concerns you might have.

Very truly yours,

Sarah B. Knowlton

cc: Service List
Meredith A. Hatfield, Esq.
Amanda O. Noonan